

# TRANSPORTATION AIDE

**GRADE: 9**

**FLSA: NON-EXEMPT**

## CHARACTERISTICS OF CLASS:

The Transportation Aide performs responsible human support work in the operation of the City's Senior Citizen Transportation System buses. This position reports to the Senior Citizen's Social Services Coordinator.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## EXAMPLES OF DUTIES:

- Transports senior citizens and disabled persons to and from various scheduled destinations.
- Assists with the development of schedules and organizing daily runs.
- Telephones seniors to confirm transportation arrangements, i.e. time, place, etc.
- Assists seniors on and off the bus and with their packages.
- Delivers City mail, packages, etc. to various offices.
- Maintains a daily ridership record.
- Keeps assigned vehicles clean.
- Checks working condition of buses, i.e. tires, brakes, lift, oil, gas, etc., according to City regulations.
- Responsible to ensure the safe transportation of senior citizens to and from various destinations.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

Any combination of training and experience equivalent to a high school education and two years experience in operating passenger vehicles. Possession of an appropriate driver's license valid in the State of Maryland. Must have CPR and first aid training or ability to obtain this training within six weeks of employment.

### **Preferred Knowledge, Skills and Abilities:**

- Some knowledge of Rockville and the nearby vicinity.
- Ability to operate various types of buses efficiently and safely.
- The willingness and ability to deal with riders in an efficient, courteous and patient manner.